

GOVERNMENT OF INDIA
MINISTRY OF DEFENCE
DEPARTMENT OF DEFENCE
LOK SABHA

UNSTARRED QUESTION NO.5634
TO BE ANSWERED ON THE 7TH APRIL, 2017

COMPLAINTS OF DEFENCE PERSONNEL

5634. SHRI RAM TAHAL CHOUDHARY:
SHRI HARISHCHANDRA CHAVAN:

Will the Minister of DEFENCE j{k k ea=h
be pleased to state:

- (a) whether all complaints of defence personnel are redressed through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) software;
- (b) if so, the main features of the said software;
- (c) the number of complaints registered through the said software during the last two years;
- (d) the average time taken to redress the said complaints; and
- (e) whether the Government has received any information regarding any officer committing negligency / delinquency during the investigation of the said complaints and if so, the details of action taken by the Government in this regard and the outcome of the said action?

A N S W E R

MINISTER OF STATE
IN THE MINISTRY OF DEFENCE

रक्षा रक्षण मंत्री

(DR. SUBHASH BHAMRE)

(डा. सुभाष भामरे)

(a) to (e): A statement is attached.

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK
SABHA UNSTARRED QUESTION NO. 5634 FOR ANSWER ON 7.4.2017**

(a) CPGRAMS is only one of the many systems put in place for the redressal of grievances of the Armed Forces personnel. The Army Act, 1950; The Navy Act, 1957; and The Air Force Act, 1950 have clearly laid down procedures for redressal of grievances. Procedures for dealing with non-statutory representations/complaints have also been laid down by the regulations and orders issued on the subject by the 3 Armed Forces.

There are also informal mechanisms in place for redressal of grievances in the Armed Forces like the sainik sammelans, personal interviews, suggestion boxes, informal meetings, open forum on Air Force website etc.

(b) CPGRAMS is a web based System, designed and implemented in all the Ministries / Departments of Government of India. This system provides online access to all citizens to lodge their grievances with the Ministries/Departments and also facilitate the petitioners to track the progress of their case till the end i.e. when the case is finally disposed of. The CPGRAMS system allows the Ministries/Departments to monitor the grievances and ensure their time bound redressal by the concerned organisations/institutions under their administrative control.

(c) The total number of complaints received by the Department of Defence through CPGRAMS during the last two years, viz. 2015 and 2016, is 32,550.

(d) The CPGRAMS data for the last two years (5.4.2015 to 4.4.2017) indicates that the average time taken for disposal of a case in the Department of Defence is 97 days.

(e) From time to time, complaints on various issues including progress of the investigation are received. Proper systems including review at various levels for disposal of such cases are in place to address such issues.
